April 2001

# UPS Lands China

On April 1, UPS began flying directly into China. This flight symbolizes the beginning of a new era for UPS. In the past UPS flew to Hong Kong and only offered customers express service to China. Flying into Hong Kong meant lengthy delays with customs and the use of a third party delivery service, Sinotrans. With newly acquired landing rights to China UPS can improve transit time by one day, offer customers a broader portfolio, increase reliability, and have the largest presence in the industry.

Obtaining landing rights to China means more opportunity for all UPS people. With direct access to China UPS is creating a more efficient operation. Transportation cost will reduce and make room for new volume. This may mean more packages and should eventually lead to job growth both in the United States and in Asia. Although this partnership is happening half a world away the benefits hit very close to home.

Metro Chicago is one of the districts selected to drive the expansion into China. Business Development, Industrial Engineering and Operations are part of the core team developing ways to better serve China and local business who ship there. Gaining more customers and increasing volume means more business locally.

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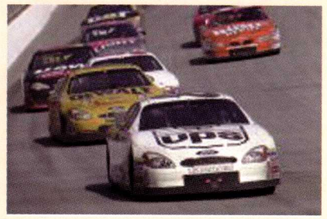
# BALANCED SCORECARD

## PEOPLE

### THE CAR COMES TO NORTHBROOK



The smell of victory is still in the air as Dale Jarrett brings home the winning car. On April 1 Dale Jarrett won his second race at the Harrah's 500, Texas Motor Speedway.

On April 11 the Northbrook Package Division will have one sweet treat for drivers. Dale Jarrett's #88 Ford Taurus will be at the Northbrook facility so drivers can have a taste of victory. The car will be on show and available for drivers to have polaroid photos taken of them next to the car from 4 p.m.-7 p.m. The car is being brought in to reward drivers for their hard work and show what team work can bring. Success!

## CUSTOMER

### REDUCING CUSTOMER CLAIMS

A customer claim occurs when a package is damaged during transit and billed to UPS for damages by the customer. These customer claims can become very costly for UPS.

In an effort to reduce customer claims, District Loss Prevention Manager Jill Narens says, "We must work together. A claim is a bad reflection on everybody." So, in order to keep customer claims down, Jill advises UPSers to talk with customers to make sure they are packing their shipments correctly. The root cause of most damages lies in improper packing. Sales Representatives and Account Executives and Service Providers need to coach and train customers on proper packing. Customer counter and one-time pick up packages need to be checked thoroughly, especially packages containing high-value items. Hub and Security employees can also get involved by conducting audits.

- All packages should be packed in new corrugated boxes.
- Adequate tape should be used on both the top and bottom.
- At least two inches of packing should be used.
- Bubble wrap or styrofoam is a preferred packing aid.
- Avoid space whenever possible.



## INTERNAL BUSINESS PROCESS

### DID YOU NOTICE?

The UPS delivery notice has changed its look. In March, the driver delivery notice was changed to the UPS Info Notice. This notice allows customers to easily access their package information using the 12 digit tracking number. Customers can now find out information via the World Wide Web or through an automated phone response system. The barcode on the bottom right-hand corner is one of the major changes. This barcode must be scanned by the driver using the DIAD. This service will provide more detailed information to customers and increase tracking capabilities.

Date: ____ / ____ / ____
To:
ups InfoNoti
We attempted to:
☐Deliver
☐Pick up
☐1st Attempt
☐2nd Attempt
☐FINAL ATTEMPT
Pkg(s) from:
Next attempt will be made on:
☐M ☐T ☐W ☐Th ☐F
Approximate time of next attempt:
☐Before 10:30 ☐10:30 – 2:00
☐2:00 – 5:00 ☐After 5:00
☐Signature required on delivery (in person)
☐Adult signature required on delivery (min. 21 years of age)
☐Sign to have package(s) delivered (see back for details)
☐C.O.D. amount due $_____ (NO CASH ACCEPTI
Personal/business check accepted unless indicated below
☐Cashier's check, official bank check, money order only
Make checks payable to sender (not UPS)
In your absence, the package(s) was left at:
☐Front Door ☐Back Door ☐Side Door ☐Office
☐Patio ☐Deck ☐Porch ☐Garage/Ca
☐Neighbor ☐Other
Comments:
9006 0050 898 0
For tracking information, visit us at:
www.ups.com
1-800-833-9943
InfoNotice Number

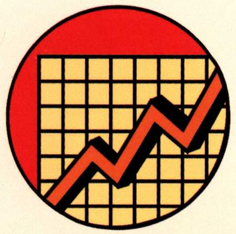
## FINANCIAL

### WHERE DO DIVIDENDS COME FROM?

WILL THOMPSON
FINANCE SUPERVISOR

Dividends are a company's reward to shareholders for maintaining their stake in the company. Dividends can be an important part of an investor's strategy. Not only do you have the potential for capital gains (increased share price), but you get a periodic boost to your income.

Dividends are paid out of a company's profit. If the company has a slow or unprofitable quarter, their dividend payout may be affected. In addition, companies that need to develop new products may not issue a dividend, preferring to use the cash in research and development.



If you are investing in a newly formed company, there is little chance you'll see a dividend for a long time. Small companies need to reinvest all of their profits.

Dividends are taxed as income, just like interest on your savings account. Many firms send their shareholders a 1099-Div or similar statement. They report their dividend payouts to the Internal Revenue Service; it is your responsibility to do the same.

# SAFETY SIGNAL

A Look at Health and Safety for Metro Chicago Employees

SAFETY FOCUS

April

## Aim High in Steering

Auto Topic

As part of a 20-hour defensive driving course, UPSers learn what is known as the "five seeing habits." The five seeing habits are: aim high in steering, get the big picture, keep your eyes moving, leave yourself an out, and make sure they see you. Aim high in steering is the April auto topic of the month. It means when driving a vehicle, you should find a safe path well ahead, find an imaginary target higher than the cars in front and follow it. Although these tips are given to our drivers in training they are very good methods that you can use every day.

## Cool Solutions

Injury Topic

With summer quickly approaching, it is important for all UPSers to understand the simple procedures to avoid and manage potential heat-related problems. The Cool Solutions campaign is used to raise employee awareness regarding these solutions. Heat-related discomfort usually indicates that your body is not coping with the heat Some symptoms of heat-related discomfort are headaches, dizziness, light-headedness, and loss of coordination. In order to prevent these symptoms from occurring, drink plenty of fluids, avoid drinking caffeine or alcohol, avoid hot heavy meals, wear light-colored and light-weight clothing.



## Day Sort Parade

As many UPSers know, raising safety awareness is an endless priority at UPS. Just ask Day Sort Manager Andy Lihosit. Andy, along with the help of the Day Sort Comprehensive Health & Safety Process (CHSP) team, are constantly thinking of new and innovative ways to keep health and safety on the minds of their employees.

On March 1, the team kicked off safety month with a parade. Before the sort began, CHSP members, along with management, walked around the building giving out candy and asking questions about health and safety.

## Have You Met The Challenge?

Well if you haven't, you soon will.

If you are part of your local Comprehensive Health & Safety Committee (CHSP) you will soon be viewing the "Meet The Challenge" video. This video is geared toward helping CHSP members understand their roles and responsibilities. For more info regarding this video, contact District Health & Safety Manager Dennis Mergen at (312) 942-7514.

## SAFE DRIVING MILE STONES

March 2001

### 30 Years

Ronald Berres
Jefferson St. Feeders
Raymond Crane
Hammond Center
Francisco Rios
Far West Center

### 20Years

Olaf Tatyrza
Northbrook Feeders

### 15 Years

John Adamczyk
Franklin Park South
Thomas Cooley
Jefferson St. Feeders

### 10 Years

Kris Hartmann
Franklin Park North
Richard Sheahan
Franklin Park East

### 5 Years

Edward Batjes
Desplaines Center
Kermit Davenport
Harvey Center
Derrick Fox
Mid North Center
Cruz Sevilla
Harvey Center

# In The News...

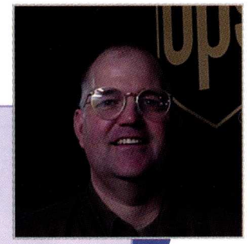
District News

## The Search For International

On March 7, the Metro Chicago District celebrated International Day. Staff managers and account executives cruised the streets of Downtown Chicago, along with Service Providers in search of new International volume. Mid Loop Service Provider Dave Uchima (right) and District Operations Manager Randy Dunn (left) discuss ways to track and increase international volume. Dave says "It was a great experience working with Randy. We learned a lot from one another."

## Write On!

### Letters From Our Customers



Mid Loop Center
Service Provider
Don Herman

Dear UPS:

I just wanted to take this time to give you some feedback on our experience with UPS. Sometimes I wonder how UPS does such a consistent job of hiring excellent drivers. Don Herman who does pick ups at our building is not only a great UPS driver, but a terrific person. We at Book Log have had nothing but good experiences with our UPS drivers both past and present.

Sincerely,

Jean Fishbeck
Book Log
President



# COMMUNITY NEWS

## Show Me The Money

Year after year, UPSers like yourself nominate needy community-based organizations for the Region District Grant Program. This program was founded in 1984 and has awarded over $36 million in grants to high impact organizations that address problems ranging from AIDS to hunger to illiteracy. Each district nominates one organization that could possibly receive $100,000, $50,000, or $25,000, depending upon their need. If you or someone you know is aware of an organization in need of funding, please contact Community Relations Manager LaRue Martin at 312-942-7536. All entries should be submitted by April 14, 2001. Below is a list of organization criteria.

- ✓organization profile
- ✓project descriptions and budgets
- ✓501 (c)(3) Tax Exemption
- ✓Annual Report
- ✓current financial audit
- ✓major funding sources for the past two years
- ✓list of Board of Directors
- ✓brochures, newspaper articles or other promotional material

1999 Winner
Onward Neighborhood House
$50,000

2000 Winner
Abraham Lincoln Centre
$25,000

?

2001 Winner

## YEARS OF SERVICE AWARDS

March & April 2001

**35 Years**
Troy Brown
Jefferson St. Feeders
Carl Jossell
Jefferson St. Feeders

**30 Years**
Benito Castro
Jefferson St. Hub
Raymond Crane
Hammond
George Krakora
Business Development
Kenneth Pakarklis
Franklin Park Feeders
Oscar Pierce III
Bedford Park North

**25 Years**
David Becker
Business Development
Patrick Brammer
Northbrook Package
Edmund Gaines
Northbrook Feeders
George Hervatin
Northbrook Hub
Norbert Lyon
Hammond
Dennis Laracco
Bedford West
Maurice McClain
Jefferson St. Feeders
Joseph Nowik
Lakeview
James Smith
Jefferson St. Feeders
Gerard Sulentic
Northbrook Feeders

**20 Years**
William Buckley
Bedford Park North
Thomas Hushion
Franklin Park East
John Killeen
Jefferson St. Feeders
Muriel Sanchez
Franklin Park Hub
Joseph Sinopoli
Jefferson Feeders

# SPEAK UPS

## Who do you contact when you have a concern?

**Iris Carrero**
Bedford Park
Part-Time Employment Associate

"When I have a concern in the office I usually go to my supervisor. If I had a serious problem I'd probably go to my manager for help or Human Resources."

**Eric White**
Jefferson Street
Twilight Sort PD-11

"My first contact is my part-time supervisor and if it's not resolved, I'd go to my full-time-supervisor. Other than getting help from those two people, I wouldn't know the next step to resolve my problem."

# Who you gonna call?

At UPS a variety of avenues have been set up to help employees resolve problems they may encounter on the job. One of the oldest and most valued forms of communicating problems is using the UPS Open Door Policy. This policy states:

> *Any employee can speak with their supervisor or manager at any time to help with a concern or idea. This policy is in place to help us better communicate any issue that may arise.*

Although UPS has implemented the Open Door Policy, not everyone feels comfortable using this method of communication. That is why the Employee Relations Manager is made available. The District Employees Relations Manager is a non-biased individual who listens to the employees concerns and helps resolve any disputes, or questions. UPS has also implemented the Employee Concerns Line. This should be used as a last resort when all other avenues have been ineffective. The next time you or someone you know has a concern, remember the following steps.

1. **Discuss the problem with a supervisor**
   *if not resolved...*
2. **Discuss the problem with a manager**
   *if not resolved...*
3. **Contact the Employee Relations Manager 312-997-3741**
   *if not resolved...*
4. **Call the Employee Concerns Line at 1-800-220-4126**


In The Loop

is produced by Metro Chicago Communications (MetComm) for all Metro Chicago UPSers and their families. Please send comments or suggestions regarding this publication to Melanie Quiles at 312-942-7534 or mquiles@ups.com

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# BUSINESS BRIEFS

## Aetna warns of earnings shortfall

Citing increased medical costs, insurance giant Aetna Inc. warned Tuesday that earnings for the first three months of 2001 will be significantly lower than previous estimates. Aetna also said it could not confirm its previous projection of between $1.20 and $1.30 per share in operating earnings for 2001. Analysts surveyed by First Call/Thomson Financial expected Aetna to earn 28 cents a share in the first quarter and $1.24 a share for the full year. On Tuesday, Aetna shares tumbled 17.6 percent, or $6.35 a share, to close at $29.80 on the New York Stock Exchange.

## Harley-Davidson profits up 26 percent

Harley-Davidson Inc., the largest maker of heavyweight motorcycles, said first-quarter earnings rose 26 percent and boosted its production goal for this year because of increased demand. Net income climbed to $92 million, or 30 cents a share, from profit from operations of $73.3 million, or a split-adjusted 24 cents, a year earlier, the Milwaukee-based maker of Fat Boy and Road King bikes said in a statement. Sales rose 13 percent to $767.2 million.

## Quaker purchase to qualify as pooling

PepsiCo Inc., the No. 2 soft-drink maker, plans to sell 13.2 million shares, almost 1 percent of its stock, to ensure its purchase of Chicago-based Quaker Oats Co. qualifies for pooling-of-interests accounting treatment. The shares are valued at $534.6 million, based on PepsiCo's offering price of $40.50. The company expects to close the sale, which is being marketed through Merrill Lynch & Co., by Monday, PepsiCo said. Pooling-of-interests accounting would allow the companies to combine their assets and liabilities without taking a charge for the excess PepsiCo is paying for Quaker Oats over its book value. PepsiCo agreed to buy Quaker Oats in December for almost $14 billion in stock and assumed debt.

## Microsoft Internet VP stepping down

Microsoft Corp. said Brad Chase, senior vice president in charge of the company's MSN Internet businesses, is giving up his post as the largest software maker reorganizes some units. "It's undetermined at this point whether he'll stay at the company, take on a new challenge there or move on," said Microsoft spokesman Matt Pilla. Microsoft said last week that Yusuf Mehdi, who formerly reported to Chase, will take over the company's unit responsible for sales and marketing of MSN. Responsibility for premium MSN products was shifted to another unit. Chase and Mehdi couldn't immediately be reached for comment.

## Illinois Tool Works adds welding businesses

Illinois Tool Works Inc., a maker of everything from auto parts to plastic packaging, said it bought four welding-component businesses from Dover Corp. of New York to boost sales to wholesale distributors. Terms weren't disclosed. The Glenview-based company acquired Dover's Beecher, PlazCraft, WeldCraft and K&K Welding lines of welding guns, torches and components, Illinois Tool said.

## Ford warns of Explorer liftgate defect

Ford Motor Co. is warning dealers and customers of a defect in the rear liftgate on some 2002-model Ford Explorer and Mercury Mountaineer sport-utility vehicles, dashing the carmaker's hopes for a flawless launch of the latest version of the Explorer. The world's second-largest automaker said Tuesday that the rear liftgate glass on certain new Explorers and Mountaineers may shatter or detach when shut. Ford has fielded 35 complaints about the problem, which occurs when brackets holding the liftgate glass loosen. Of 56,652 affected Explorers and Mountaineers built from early February to March 30 at Ford plants in Kentucky and Missouri, 12,669 already have been sold, Ford spokesman Mike Vaughn said. At Ford's expense, dealers will pick up the affected vehicles, provide a loaner vehicle and make the repair, then wash, vacuum and return the affected SUVs to customers with a full tank of gas.

## AIG negotiating deal with American General

American International Group Inc., the world's largest publicly traded insurer, moved a step closer to winning a $23 billion bid to acquire American General Corp. AIG said Tuesday it signed a "confidentiality agreement" with American General and will immediately begin talks to negotiate the terms of its offer. The bid tops a $20 billion offer from Prudential PLC, Britain's second-largest insurer. Prudential said it would sue AIG in Texas in an effort to derail the bid.

## Markets will close on Friday

Financial markets will be closed Friday for Good Friday.

Dan Miller
Business Editor
To contact us: (312) 321-2841
E-mail: stbiz@suntimes.com

# Did UPS buy its

## Donations coincided with support from

By Larry Margasak

WASHINGTON—United Parcel Service landed its first cargo planes in China last week, the culmination of a 19-month, multi-million-dollar lobbying campaign.

Known for its brown, box-shaped delivery trucks, UPS won its new China air route from the Transportation Department after persuading a remarkable two-thirds of the House and Senate to serve as company pitchmen, according to documents and interviews by the Associated Press.

UPS provided draft letters for lawmakers to sign and send to the transportation agency. And the company handed out $1.2 million in donations to congressmen who signed the letters.

**UPS offered to host a fund-raiser for Rep. William Lipinski (D-Ill.) after he organized a letter-signing. "I told them to hold off for a while," he said. The fund-raiser was held months later.**

Twenty-seven House and Senate members got UPS checks within a week before or after the dates on the letters they signed, and 120 had received checks within two months, an AP analysis found.

Company officials also appeared at congressional offices with Teamsters Union members—reminding both pro-corporate Republicans and pro-labor Democrats that the company provides nearly 350,000 jobs in virtually every city in the nation.

The package carrier also lent its town house to lawmakers for fund-raising events.

In all, 368 of the 535 members of Congress wrote to the Transportation Department in favor of granting the Beijing and Shanghai route to UPS. The agency declared UPS the winner in November and the inaugural flights left April 1 from Ontario, Calif., and Newark, N.J.

The diplomatic dispute sparked by the collision of a U.S. spy plane and a Chinese fighter jet has not affected the UPS flights.

The company estimates the route will be worth $300 million in new revenue annually after the first year. It will allow UPS to compete with Federal Express, which has been flying to China since 1995.

The status of Federal Express, a nonunion company, as the only U.S. cargo carrier with direct access to China helped persuade the Teamsters to put aside any bitterness from a 1997 strike against UPS and join the company in its lobbying.

"It was a pretty easy decision to put on a full court press on this," said Fred McLuckie, the Teamsters' legislative director.

The lobbying campaign overwhelmed Delta, American and Polar Air Cargo, the three rivals competing for the same route.

"UPS got many people committed to them before Polar, American and Delta had a chance to explain their side," said John Moloney, Delta's manager of government affairs. "What was unusual was the size of the commitment to UPS even before the case even started."

UPS spokesman Tad Segal said the company won "because of the strength of our arguments." The primary reason for lawmakers' support was that the company operates facilities in nearly every congressional district, he said, not political contributions.

Segal acknowledged that decisions by lawmakers to send letters were factored into the company's donation decisions.

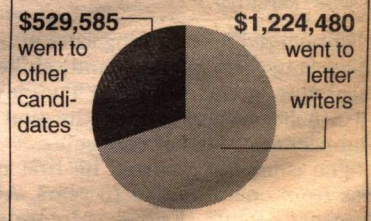
"I am certain the question of China ... came up as part of a larger context" of identifying donation recipients who favored free trade, he said.

### Delivering a new route to China

The Associated Press analyzed contributions from the United Parcel Service Political Action Committee during the 1999-2000 election cycle.

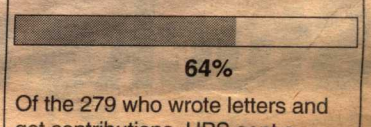
**Wooing support**

Seventy percent of the nearly $1.8 million contributed by the PAC went to lawmakers who wrote letters in support of the UPS bid for a direct air route to China.



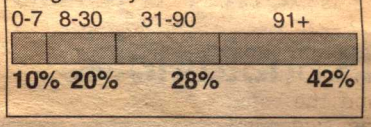

**Writing letters**

Of the 435 candidates who received UPS contributions, 279 of them wrote support letters.




Of the 279 who wrote letters and got contributions, UPS sent a contribution to more than half of them within 90 days either before or after the date on their letter.

*Range of days*




AP

A government decision-maker in the case agreed that the outpouring of congressional support arranged by UPS had an impact.

"We try to look at a case ... on the technical merits, but it does help to hear from members of Congress and others who have an interest," said Brad Mims, then the deputy assistant transportation secretary.

Rep. Patrick Kennedy (D-R.I.),

George Toomey, a 22-year UPS veteran based in Frankfort, Ill., says Illinois Teamsters Union members supported the company's bid for China routes because they would help achieve the union's goals.

Stephen J. Carrera/Associated Press

# access to China?

## Congress

chief fund-raiser last year for House Democrats, said he personally lobbied then-Transportation Secretary Rodney Slater on behalf of UPS, which gave $1.3 million to the political parties during the 2000 campaign in addition to the $1.2 million it gave to lawmakers.

Donations by UPS' political action committee jumped 13 percent in the 2000 election cycle, with nearly 70 percent of the $1.75 million in total PAC contributions going to lawmakers who signed multimember delegation endorsements or personal letters favoring UPS on the China route, the AP analysis found.

In all, 279 of the 368 letter signers got UPS donations during the 2000 election. Most got multiple checks spread out over the two-year cycle, and had received similar donations in earlier elections. About 100 lawmakers who didn't sign letters also got UPS donations. The company said it contributed to those considered supporters on a variety of issues.

Sen. Mitch McConnell (R-Ky.) signed a letter dated Nov. 3, 1999. The next day, UPS sent him a $4,000 donation.

McConnell says there was no connection and anyone who suggests otherwise "overlooks the fact that UPS is the largest employer in Kentucky." With a major hub in Louisville, UPS has almost 20,000 employees in the state.

Segal, the UPS spokesman, also said no link "can possibly be made" between dates of the letters and the company's contributions. He said most letters were from entire state congressional delegations and took weeks or months to circulate.

"The letter is then arbitrarily dated when all the signatures have been collected," he said.

But Rep. William Lipinski (D-Ill.), ranking Democrat on a House Transportation Committee panel, said he felt uncomfortable that UPS offered to host a fund-raiser at its town house for him shortly after he organized a letter-signing by Illinois' congressional delegation.

"I told them to hold off for a while," Lipinski said. The fund-raiser was held several months later.

A former congressman who represented suburban Atlanta, home of UPS headquarters, said it is impossible to separate the donations and the letters.

"Anybody that says there's not a quid pro quo involved is lying either to themselves or to you or the people they represent, but most likely it's themselves," said former Rep. Ben Jones (D-Ga.). "That's how that system works."

*Associated Press*

THOMAS R. CORDOVA/ASSOCIATED PRESS

**Amid great fanfare, UPS celebrated its new routes to China on March 30 in Ontario, Calif., and launched its first flights April 1.**

## Illinois Teamsters assist with UPS lobbying efforts

George Toomey says it's not hard to understand why Illinois Teamsters lobbied for United Parcel Service to win coveted air service to China.

None of the flights will originate from Illinois, and the China expansion's economic impact on the state is impossible to calculate. But those things aren't the point for Toomey, a UPS tractor-trailer driver and union member from Frankfort.

"We have nothing to gain in Chicago, but there will be union jobs somewhere along the line," said Toomey, a 22-year UPS veteran. "As a laborer and as a Teamster and as part of UPS, I believe we do have a stake in it."

The cargo company began flying round-trip to Beijing and Shanghai from Ontario, Calif., and Newark, N.J., on April 1. UPS says it expects to add 1,200 jobs because of the new service.

Last year Toomey, 47, wrote to his congressman, Jerry Weller, and urged the four-term Republican to support the UPS route application with the U.S. Department of Transportation.

Delivery driver and fellow Local 710 member Kevin Wagoner, 33, of Mulberry Grove did likewise, sending e-mail messages in support of the UPS plan to Illinois senators Richard Durbin and Peter Fitzgerald.

Wagoner said his motivation was more global, less local. "It's more jobs for the cause," Wagoner said. "As long as the movement is growing, it will increase and better the standard of living in America."

UPS has about 25,000 employees in Illinois, more than any state but California, and company officials said major distribution hubs in Rockford and Hodgkins are likely to feel the effects of the added routes.

UPS spokesman Tad Segal said the company could not break that down state by state. "Certainly some jobs would accrue to the state of Illinois," Segal said.

The quality of those jobs made a difference to Local 710 members who lobbied for UPS. "Those are good jobs," said Jerry Pauli, 37, a former UPS employee who now works for the local. "UPS jobs are well-paying jobs you can raise a family on."

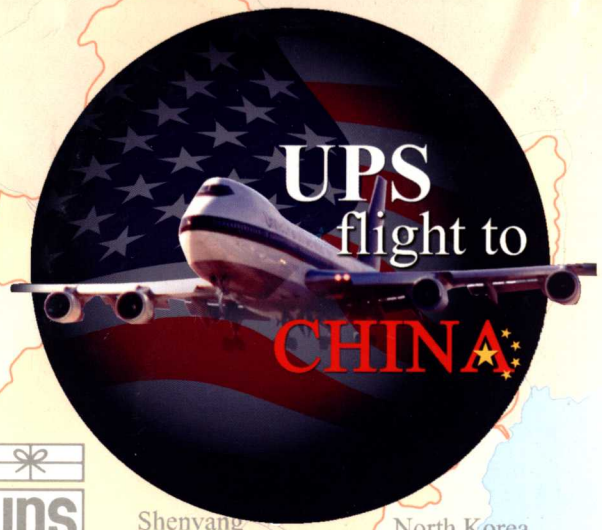
*Associated Press*

# USA to China...

*Ship across the globe*

*as easily as you*

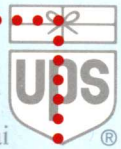
*ship across town.*



## UPS now offers direct flights to China.

***Benefits include…***

Increased Reliability




Greater Capacity

Service Flexibility

Faster Delivery

Russia
Mongolia
Ulaanbaatar
Urumqi
Hohhot
Shenyang
North Korea
Tianjin
Shijiazhuang
Taiyuan
South Korea
Yellow Sea
Xining
Lanzhou
Xi'an
Zhengzhou
Nanjing
Hefei
Shanghai
Wuhan
Hangzhou
East China Sea
Changging
Nepal
Lhasa
Nanchang
Changsha
Bhutan
Guiyang
Taipei
Kunming
Taiwan
Guangzhou
Victoria
Nanning
Vietnam
Hanoi
Myanmar
Laos
Gulf of Tonkin
Philippines

# FASTER DELIVERY

**USA to China time-in-transit**

| | | UPS prior to April, 2001 | UPS April, 2001 | DHL |
|---|---|---|---|---|
| **Shanghai** | Documents | 3 days | 2 days | 3 days |
| | Non Docs | 4 days | 3 days | 4 days |
| **Beijing** | Documents | 2 days | 1 day | 3 days |
| | Non Docs | 4 days | 3 days | 4 days |

UPS is *faster* than DHL and TNT on all lanes to China for both dutiable and non-dutiable items.

WE DELIVER
THE WORLD!

# INCREASED RELIABILITY

**UPS is the only small package carrier to offer non-stop service from the U.S. to mainland China.**

**Packages are picked up and delivered in 120 major business centers in China.**

**Currently, UPS has branded operations – brown vans and uniformed drivers – in 21 major cities. By 2002, 40 Chinese cities will have UPS branded operations.**

# SERVICE FLEXIBILITY

**UPS Worldwide Express℠ –** For your critical international shipments, UPS offers guaranteed* delivery within one to three business days, depending on the destination. This option includes door-to-door and customs-cleared delivery.

**UPS Worldwide Expedited℠ –** For less urgent packages, Expedited service is an attractive alternative to traditional air freight. This option also comes with a day definite delivery guarantee* and includes routine customs clearance.

**UPS Air Cargo® –** Fast, reliable, airport-to-airport cargo service to Shanghai and Beijing.

*For specific transit times, pricing information, or shipping details call 1-800-782-7892 or visit www.ups.com.

# GREATER CAPACITY

**With new direct flights to Shanghai and Beijing, UPS has improved transit times to China.**

**This allows UPS customers to reach the Chinese market faster with more capacity and reliability.**

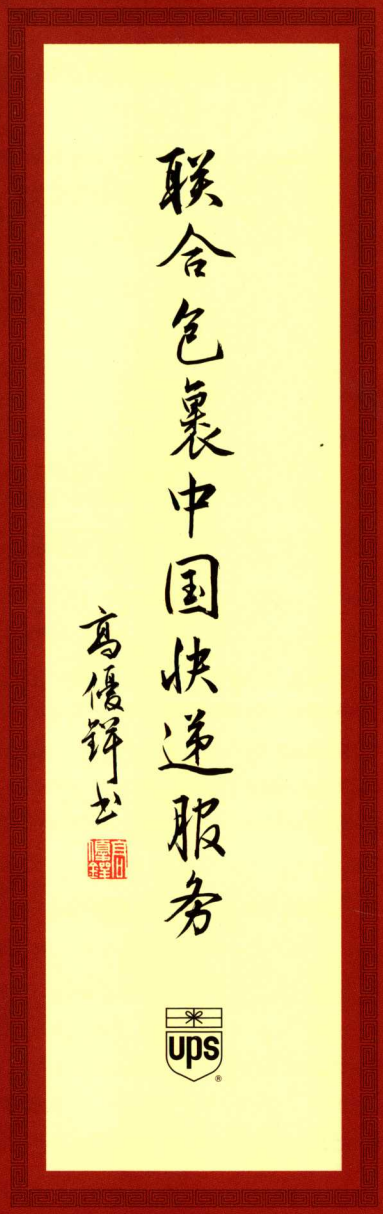
# WHY CHINA?

- 1.3 billion population
- High growth economy
- Large import/export opportunity
- Fastest growing US trading partner
- Chicago ranks within top 5 import/export cities to China

Source: GTI-World Trade Atlas

# Inside UPS

April 2001




## United Parcel China Express Service

*An invitation for new business*

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UPS begins flying from the United States directly into China this month with the rights it fought hard to win.

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Asia represents for UPS boundless opportunities for business growth.

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One of this year's UPS Region/District Grant recipients draws upon her past to help others today.


**Cover**
Featured on the cover is specially designed artwork for an invitation marking an event celebrating UPS's inaugural flight to China. See details at right.


Inside UPS

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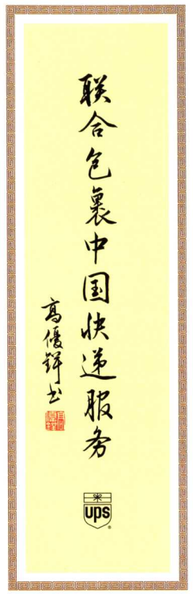



*Translation: United Parcel China Express Service*

# UPS celebrates inaugural flight to People's Republic of China

UPS kicked off its direct-to-China air service with a special event at the UPS Ontario International Air Hub in California. The invitation, pictured at left, features traditional Chinese calligraphy hand-lettered by Chinese-American artist Godwin Kou. It translates, "United Parcel China Express Service." At the event, UPS hosted employees, customers, members of the Chinese-American community, and political representatives who supported UPS's application to the Department of Transportation.


page ONE
CURRENT EVENTS AFFECTING UPS BUSINESS


UPS *news*

## Protecting UPS and its customers

The current agreement between UPS and the Teamsters expires next summer. UPS fully believes an agreement can be reached in advance of the contract's scheduled expiration (July 31, 2002) without any interruption in UPS service.

However, because of the service disruption that occurred during the 1997 negotiations, UPS expects its competitors will aggressively use the threat of a service interruption to scare customers into diverting their volume from UPS to the competition. In dealing with this tactic, UPS people should be alert to any indication that UPS competitors are using this strategy. Should you become aware of any examples of this tactic, notify your local UPS sales representative at once.

## UPS to acquire Mail Boxes Etc.

UPS has agreed to acquire the assets of Mail Boxes Etc. (MBE)—the world's largest franchisor of independently owned and operated business, communication, and shipping centers. The transaction will allow UPS and MBE to develop new opportunities in small business services, e-commerce, and financial services. The agreement also strengthens UPS's physical link to a growing segment of Internet consumers, small office/home office owners, and an increasingly mobile, technology-driven society.

## Remember when?

*Inside UPS* evolved from what many employees remember as the *Big Idea*. As a weekly newsletter, the *Big Idea* was launched in 1924 to keep employees informed about the company. Today, *Inside UPS* continues to evolve in response to reader requests for an easy-to-read publication including topics that affect them every day.

Big Idea
THE BIG IDEA IS TO GIVE SERVICE

# Permission Granted. Now What?

**What the new China routes *really* mean for UPS.**

Since the United States Department of Transportation (D.O.T.) in January awarded it six weekly direct flights to China, UPS has been busy preparing for its first run in April. And, while competition for this valuable grant is over, the real story is just beginning.

"China has become one of the most important express cargo markets in the world," says UPS Chairman Jim Kelly. "These rights are critical for UPS to provide its customers with the flexibility and capacity they need to grow their business in this vital region."

UPS and its customers worldwide are expected to benefit from daily direct service between the United States and China. UPS already delivers in more than 120 Chinese cities through its existing service and partnership with Sinotrans, and maintains brown presence in more than 30 of China's largest cities.

The addition of six weekly UPS flights to Beijing and Shanghai will provide UPS with nationwide coverage for documents, while enabling it to deliver packages to nearly every major market in China. And, adding a second cargo/express carrier gives customers a choice, fostering a competitive environment that will encourage service quality while keeping rates in check.

Using its own Boeing 747 aircraft and stopping off in Anchorage, AK, UPS plans to fly four roundtrip segments out of Ontario, CA, and two from Newark, NJ. And, while it is just now joining United States carriers FedEx, Northwest Airlines, and United Airlines in direct access to China, UPS is the only air express carrier providing non-stop service between the United States and the world's most populous nation.

UPS CHINA EXPRESS

## CHINA RIGHTS AT A GLANCE

- **Improves transit times for all UPS services between the United States and China by one day.**
- **Increases market competition—encouraging service quality and keeping rates in check.**
- **Should create jobs in the United States and Asia.**
- **Broadens UPS's reach in Asia Pacific Region.**
- **Creates more opportunity for United States-China trade with enhanced shipping offerings.**

## A changing landscape

Now that China's new Permanent Normal Trade Relations (PNTR) with the United States has been confirmed, trade between the two nations is expected to rise sharply. The kinds of products moving between them likely will change, too. An open trading policy should trigger a migration from general air cargo to higher-value commodities that usually require fast, time-definite, express services. This migration will further help reduce the $8.7 billion trade deficit between the two countries, while encouraging smaller, more frequent, and more valuable UPS express shipments.

Still, UPS is doing more than simply facilitating trade between the United States and China. It's developing concrete methods for improving commerce—for customers and workers worldwide, and for UPS people.

For example, UPS is providing customers on both sides of the Pacific with enhanced shipping options to complement their enhanced access to Asia. Alongside existing UPS Worldwide Express℠ service to and from China, UPS now offers this country three additional premium products—UPS Worldwide Expedited℠, UPS Air Cargo®, and, on a contractual basis, UPS Worldwide Express℠ Freight.

Flying direct will improve service between the United States, Canada, the Americas, and China. Shortening transit times for express document and package shipments by an entire day, these savings will give UPS the fastest document service to the Chinese capital, Beijing.

## Back to basics

UPS's expanded air rights to China have implications for UPS people, too. Direct access creates more efficient UPS operations—reducing transportation and business costs while making room for new volume. An effective China operation should lead to job growth both in the United States and in Asia—helping solidify our Asia network and broadening international revenue streams.

"The responsibility for successful international business rests with all UPS people," says International Product Portfolio Manager Kwok Li. "It's not enough for UPSers to understand these services and their benefits—they must ensure that UPS *customers* understand them. Only then will those customers utilize the broad portfolio of services that has helped make UPS the world's most admired transportation company."

国际快递有限公司

*The addition of six weekly UPS flights to Beijing and Shanghai (pictured) will enable UPS to reach nearly every major market in China.*

create a world
of
opportunity

Identify new sources of **international volume**
during the second quarter
**International Sales Lead Promotion**

Help UPS make the global connection and earn double points toward your UPS Award Card.

If you have questions about the Sales Lead Program, see your supervisor or manager.

# An Economic Frontier

**Known for its rich silks and fine jewels, Asia once seemed like a world unto itself. UPS will play a role in shedding light onto what's been both an eclectic and sometimes mysterious region, while also connecting its people with the world.**

UPS has been working to crack the Asia market since the company first opened for business there in 1988. Now, with the recent awarding of privileges to fly directly from the United States into China, UPS will continue its expansion in one of the world's great, economic frontiers.

This is a frontier exploding with opportunity. A study conducted by Washington-based U.S.-ASEAN (Association of Southeast Asian Nations) Business Council suggests that the demand for integrated express services in Southeast Asia is likely to grow at an annual 20 percent rate over the next several years. And, business-to-business e-commerce in the Asia-Pacific region is expected to grow from $3.3 billion in 1998 to more than $99 billion in 2003, according to International Data Corporation.

To strengthen its brand in this growing market, UPS plans to introduce brown-branded operations in 21 more cities in China by the end of the year, bringing the total to 40. This move, coupled with the awarding of six weekly flights from the United States to China, lays the groundwork for UPS to capture precious international volume and strengthen its competitive position.

customer case study

## Fossil, Inc.

**When Fossil received Foreign Trade Zone (FTZ) status, the Dallas-based designer and distributor of watches and accessories turned to UPS for help developing an international shipping strategy.**

**The situation:** The FTZ designation enables Fossil to assemble and store foreign goods in the United States without the immediate payment of duties and taxes. But, the company needed a customized international shipping plan to help satisfy the regulations required to maintain its FTZ status.

**The UPS solution:** First, UPS guaranteed the pickup, drop-off, and transit-times for all Fossil inventories leaving Hong Kong. Next, UPS suggested that Fossil inventory be shipped differently than the usual method of loading containers with packages that are later separated and individually cleared. Now, Fossil shipments travel in "pure" containers that remain closed throughout the UPS system. This means all the packages within the containers are kept together and clear customs as a single unit—a streamlined process that moves packages quickly and accurately through the UPS system.

**Solution benefits:** By simplifying the steps in the supply chain, improving shipment quality, and listening to its customer, UPS has provided Fossil with 100 percent shipment integrity. The end result? Fossil products now arrive for distribution in the United States faster, with customers receiving Fossil products just two to three days after placing their orders.

*Thanks to UPS, Fossil can e-mail the shipment tracking number and order details to customers worldwide—soon after the purchase is made.*

*(continued on next page)*

## Asia Facts at a Glance

| | | |
|---|---|---|
| **Established:** | **October 1988** | |
| **Headquarters:** | **Singapore** | |
| **Number of Employees:** | **2,500** | |
| **Delivery Fleet:** | **Approximately 725 vehicles (package cars, vans, tractor-trailers)** | |
| **Air Hubs:** | **Hong Kong**<br>**Singapore**<br>**Taipei, Taiwan** | |
| **Air Gateways:** | **Bangkok, Thailand**<br>**Hanoi, Vietnam**<br>**Hong Kong**<br>**Kuala Lumpur, Malaysia**<br>**Manila, Philippines**<br>**Mumbai, India**<br>**Osaka, Japan** | **Penang, Malaysia**<br>**Seoul, South Korea**<br>**Singapore**<br>**Sydney, Australia**<br>**Taipei, Taiwan**<br>**Tokyo, Japan** |
| **Service Area:** | **More than 40 countries and territories** | |
| **Points of Access:** | **1,416 (drop-off counters and authorized shipping outlets)** | |
| **Brokerage Operations:** | **18** | |
| **Daily Flight Segments:** | **Intra-Asia Pacific: 125**<br>**International: 79** | |

## UPS Service Offerings to Asia

**UPS Air Cargo®***
**UPS OnLine Courier℠**
**UPS Worldwide Express Plus℠**
**UPS Worldwide Express℠**
**UPS Worldwide Express℠ Freight***
**(offered on a contractual basis)**

**UPS Worldwide Expedited℠***
**Logistics services**
**Domestic service (limited)**

*Additional services offered to China as of April. Service to most major markets in China will be enhanced by a day.



# "Our Company" *How are we doing?*

*"I am encouraged to serve our customers more—one customer and one package at a time grows our business, grows our company, makes us stronger, and gives me a job in the future," William Schuesler, a Package Car Driver in the Central Jersey District, commented after watching "Our Company."*

At the beginning of each year, UPS Chairman Jim Kelly delivers his vision and the direction for next year through "Our Company," a video message for UPS employees worldwide, to set the direction for the company throughout the year. For 2001, Jim presented his message in conjunction with Vice Chairman Mike Eskew in a two-part video.

Jim spoke about UPS's transformation from a small-package delivery company to a company that enables global commerce across the entire supply chain.

To complement Jim's vision, Mike explained that UPS created the UPS Logistics Group, UPS Capital, and e-Ventures subsidiaries to fulfill UPS's new role in the world economy.

"I think consumers will take advantage of financial, e-business, and other solutions from UPS subsidiaries because they already trust UPS," said Kesha Sylvester, a Metro New York District Part-time Air Counter Supervisor.

At right, read how UPS is fulfilling customers' needs all along the supply chain and, therefore, the "Our Company" vision.

*One package at a time; Central Ohio District Package Sorter Brian Dear is making a crucial contribution to UPS's success.*

### 2001: Progress Report

So far this year, UPS has realized several achievements that will help the company meet new challenges in enabling global commerce set forth in the "Our Company" video.

**✓ *Fortune***

In February, *Fortune* magazine named UPS "America's Most Admired Mail, Package, and Freight Delivery Company" for the 18th year in a row.

**✓ First International Bancorp**

UPS's acquisition agreement with First International Bancorp, a subsidiary of First International Bank, is expected to expand UPS Capital's capabilities in lending to small and medium-sized manufacturers, distributors, and wholesalers—a customer segment UPS and UPS Capital are focused on.

**✓ Fritz**

UPS's agreement to acquire Fritz Companies, Inc., is expected to join the global freight forwarding, customs brokerage, and logistics services of Fritz with UPS.

**✓ Mail Boxes Etc.**

UPS has agreed to acquire the assets of Mail Boxes Etc. to develop new opportunities in small business services, e-commerce, and financial services. This transaction also will strengthen UPS's physical link to Internet customers and small office/home office owners.

**✓ China Rights**

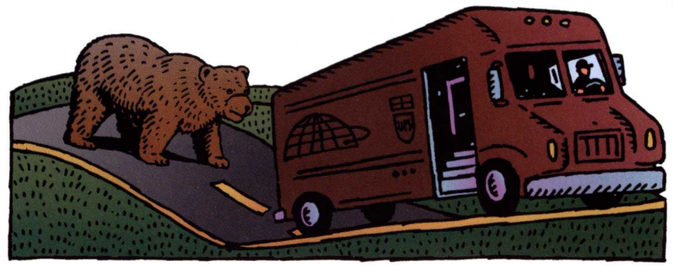
By winning rights to fly directly into China from the United States, UPS is now able to offer improved transit times and efficiency for customers doing international business in and out of China. The award offers UPS the opportunity to grow business and create additional jobs.

# Outpacing the Bear

**UPS historically fares well during periods of sluggish U.S. economic growth commonly referred to as bear economies. Will this time be any different?**

The last decade has produced America's longest boom—creating economic conditions that have rarely, if ever, existed before. UPS witnessed its own sort of boom during the same period—evolving from a transportation company focused primarily on package delivery to one focused on delivering the goods, funds, and information that drive the entire supply chain.

As trends indicate a slowing U.S. economy, UPS finds itself well positioned to withstand the effects of a possible slump. UPS's core business has become a springboard for growth in areas including e-commerce, international, logistics, supply chain management, and financial services. "Throughout our 90-plus-year history, UPS successfully has navigated the highs and lows of many economic cycles," says UPS Chief Financial Officer Scott Davis. "We expect this time around will be no different."



## Thinking bullish

Of course, UPS is not completely immune to U.S. economic fluctuations. Last year's slow fourth quarter growth and flat peak season volumes are proof of that. Nevertheless, UPS still achieved its annual targets, with revenue up 10 percent at $29.8 billion, and earnings up 16 percent.

The company's outlook for its 2001 package operation remains positive as well. "Our rate of growth this year will not be at the same pace we've seen in the last few years," says Scott. "But, we *do* expect to grow, *and* at a rate greater than the overall domestic package market."

Moreover, UPS's expertise in small package delivery and logistics may serve as an important buffer against a slowing package growth rate. It seems that many customers need UPS even more during times like these.

As the economy tightens, manufacturers, distributors, and retailers do the same with their inventory, producing only what they need and shipping smaller loads. "UPS is strategically positioned in the sweetest spot of the transportation market," says global financial services leader Morgan Stanley Dean Witter, "serving customers who are increasingly sending their goods in smaller, lighter, and faster shipments, a trend which clearly favors UPS's business model."

In tighter times, customers also tend to scrutinize their supply chains more closely—searching for ways to streamline their processes and manage costs. And, UPS remains the one company able to manage all aspects of their business—from transportation to supply chain management.

Another weapon in UPS's arsenal against a decelerating U.S. economy is its expanding global presence. The company currently connects more than 200 countries and territories, offering broad services across the supply chain. UPS anticipates that continued strong growth across this sector in 2001 also will help offset any slowing of domestic revenue.

Indeed, just this month UPS is slated to begin running six direct flights per week to China—considered the United States' fastest growing trading partner.

In the United States and abroad, UPS is renowned for its flexible, integrated network. According to Morgan Stanley Dean Witter, this flexibility puts UPS in the enviable position of being relatively recession resistant.

"Careful planning is key to optimizing UPS's operational efficiencies and controlling costs," says Gregg Unruh, a manager in UPS Corporate Industrial Engineering. "Most of our costs are tied directly to the number of packages we pick up and deliver. Flexible planning allows us to fine-tune our sort spans, work schedules, and fuel costs to maximize efficiency and better adapt to volume fluctuations."

**"When employees continue to focus on service quality, profitable growth, cost control, and enhancing the UPS brand, the company will keep thriving—regardless of the economic environment."**

## The bottom line

Despite this pulsing infrastructure at work inside all UPS operations, UPS people remain at the core of the company's success. But, it's important for all employees to realize continued UPS growth during sluggish economies is not automatic.

"We can endure the ebb and flow of the U.S. economy only if we continue adjusting to changing conditions," says Kurt Kuehn of UPS's Investor Relations Group. "The financial markets will be watching how we perform during these difficult times, and the key to meeting their expectations lies in our ability to control costs. Each UPS person has a role in finding new, cost-effective ways to meet and exceed our customers' expectations. In short, when employees continue to focus on service quality, profitable growth, cost control, and enhancing the UPS brand, the company will keep thriving—regardless of the economic environment."

Undoubtedly, employee ownership has made many UPSers feel they have more than a job. UPS employee shareowners have a vested interest in the company's performance. They know their daily performance can help or hinder the UPS mission to sustain a financially strong company that provides a long-term competitive return to its shareowners.

In the meantime, by helping customers manage every aspect of their supply chains, UPS will keep on trucking—and flying, consulting, freight-forwarding, and "dot-com-ing." And growing.

# Providing SAFE Havens

**Karen Justice Guard has a past. She's been involved in several abusive relationships, and she's no stranger to the likes of heroin and alcohol. But, Karen now draws upon that past to help others. In 1998, she created Safe Havens for Little People, which is one of this year's UPS Region/District Grant recipients.**

*"I know I have faults, but I'm a work in progress, and I'm getting better," says Karen Justice Guard, founder and director of Safe Havens for Little People. The prefix to her e-mail address, nostoppingher, confirms just that.*

"If you find alcohol and drugs, you'll find domestic violence," says Karen. She knows first hand. When she was 26, her boyfriend kicked her in the ribs and beat her so severely she had cauliflower ears and wasn't recognizable. She even ran off a 30-foot cliff trying to escape her abuser.

"I never knew who I was or what I wanted," says Karen. "I turned to drugs and alcohol to be 'somebody' and then realized I didn't like who that 'somebody' had become." Surviving a roller coaster of highs and lows, rehabs, failed relationships, and living on welfare, Karen made the decision to turn her life around and help others.

"Through it all, I realized the recovery process is much easier with financial stability," says Karen. "With it, you actually can make choices and focus on yourself, your family, and getting better."

With that in mind, Karen created Safe Havens for Little People in Concord, CA, with the inheritance she received when her father passed away. Her goal is to empower women to gain the self-esteem and financial freedom needed to rebuild their lives after escaping destructive relationships. But, she also works under a strict philosophy that providing opportunity is much more effective than handing out money.

"Karen had all these wonderful ideas in her heart and in her head," says Pastor Don Smith, a local minister who serves as president of Safe Havens. "But it wasn't until UPS and Varian Corporation donated funds that she could make those ideas a reality. So many doors have been opened since."

## New opportunities

The various internships and programs at Safe Havens follow Karen's philosophy of opportunity by helping women become financially independent. Recipients have the option to learn retail skills by operating a store that sells gourmet sauces, gift baskets, bath and body products, and aromatherapy candles; or they can choose training in the food service and catering industry by working at Express Yourself Bistro and Express Yourself Catering. The proceeds

> **"I turned to drugs and alcohol to be 'somebody' and then realized I didn't like who that 'somebody' had become."**

from these products and services help fund additional Safe Havens programs, such as training on how to effectively launch a product, as well as establishing cyberstores for entrepreneurs and businesses.

"Karen has really helped my recovery process," says

*(continued on next page)*

### Domestic Violence Facts

- Domestic violence is the **major** cause of injury to women
- **One in three** Americans have witnessed an incident of domestic violence
- **Thirty-three percent** of corporate leaders believe domestic violence affects their balance sheet
- **Forty-four percent** of *Fortune* 1000 executives believe domestic violence increases insurance costs
- **Two in five** corporate leaders are aware of employees affected by domestic violence
- An estimated **six in 10** American couples experience violence within marriage
- **Ninety percent** of women in prison for homicide have killed their batterer

Betty Jaramillo, a former heroin addict now working at Safe Havens. "She pushes me just the right amount, and I find myself accomplishing things I never dreamed I could do."

Beyond job training, Safe Havens also provides professional counseling, a 12-Step Program of Recovery, meditation classes, computer labs, parenting courses, and on-site after-school tutoring for children. There are even plans to establish a daycare facility in Pastor Don's church.

**2000 Region/District Grant Distribution**

| Grant Level | Number Awarded |
|---|---|
| $100,000 | 11 |
| $50,000 | 11 |
| $25,000 | 46 |
| $10,000 | 4 |

**"If I had to give just one reason why UPS chose Safe Havens for Little People, it would be the passion Karen has for helping others."**

## Community contributions

Always on her cell phone and meeting with potential partners, Karen constantly works to grow Safe Havens for Little People. The program, in fact, has been endorsed by California's Welfare-to-Work Program and receives $4,000 from the Contra Costa County welfare system for each person participating in its job training programs. What's more, several health care professionals and dentists donate their services, and local construction companies have offered supplies and assistance on building projects.

Using the $100,000 Region/District Grant from UPS, Safe Havens is further developing its job training programs and, in the spring, it will offer an additional program in landscaping and yard maintenance. The grant will help purchase computer and telecommunications equipment for training workstations, landscaping and yard maintenance equipment, a van, as well as supplies and materials for the retail sales training program.

"If I had to give just one reason why UPS chose Safe Havens for Little People, it would be the passion Karen has for helping others," says East Bay District Human Resources Manager Stefond Harris, who served on the Region/District Grant Committee. "She can personally identify with those she helps because she's been there, and she's rebuilt her life."

*(Left) Safe Havens for Little People is helping Betty Jaramillo (l) and Marvin Perkins get back on their feet.*

*(Opposite Page) UPS Region/District Grant Committee member Gerald Ervin worked closely with Karen Justice Guard throughout the grant process.*

## A helping hand

Safe Havens for Little People is just one of the 1,331 organizations the UPS Region/District Grant Program has helped since its beginning in 1984. Over the years, the program has awarded $39.7 million to charitable organizations that meet urgent community needs throughout the United States, Canada, Mexico, and Puerto Rico. This year, The UPS Foundation awarded $2.8 million to 72 non-profit organizations.

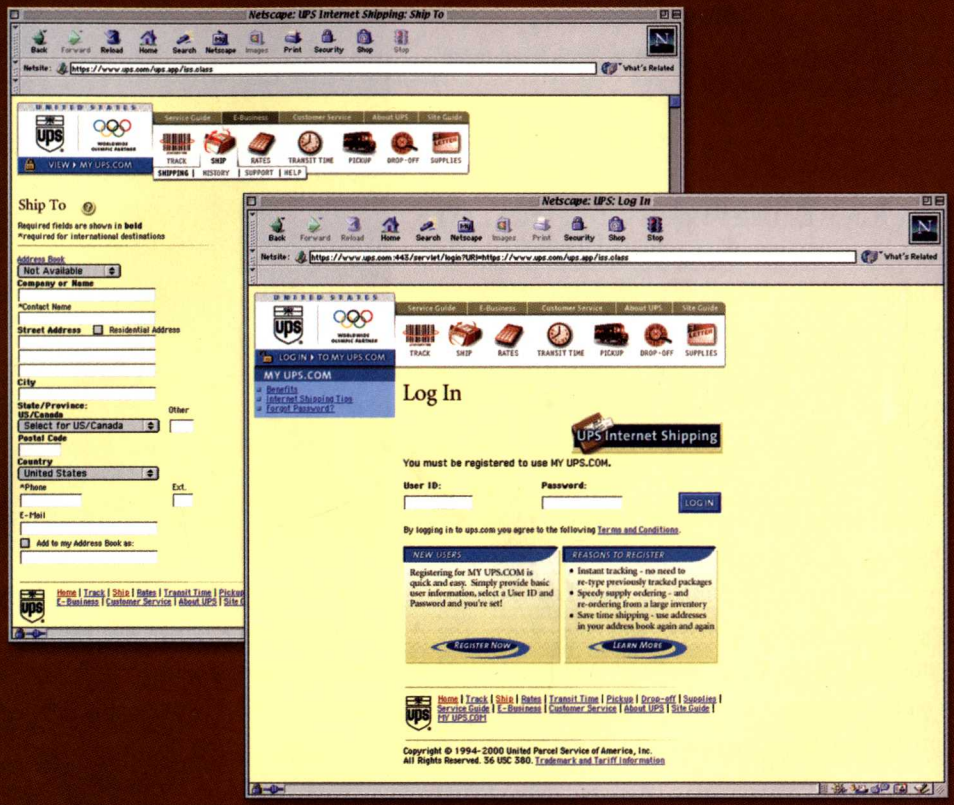
Every year, Region/District Grant committees, consisting of management and non-management people, recommend organizations based on employee suggestions, agency reviews, and site visits. The Foundation receives the proposals and presents its recommendations to the Board of Trustees for approval. Grants are then awarded in the amounts of $100,000, $50,000, $25,000, and $10,000.

To learn more about The UPS Foundation's community involvement, visit *www.ups.com/community*. And, for more information on Safe Havens for Little People, visit *www.safe-havens.org*.

**$100,000 Region/District Grant Recipients**

| | |
|---|---|
| Brooklawn, Inc. | Air District |
| Center for Women in Transition | South Illinois District |
| Child Help South | Tennessee District |
| Hudson Milestones, Inc. | Metro Jersey District |
| LINC, Living in New Community | Kansas District |
| Literacy Volunteers of America Metropolitan Atlanta | Corporate Office |
| Mission Outreach of Paragould Arkansas | Mid South District |
| Rejoice, Inc. | Central Pa. District |
| Safe Havens for Little People | East Bay District |
| Salesian Boys' Club of Columbus | Central Ohio District |
| South Bronx Educational Foundation, Inc. | W. Long Island District |

With a UPS product for each customer need, even UPS people sometimes can't keep up with service information. Next month's *Inside UPS* reviews a few important products and some different access points for shipping UPS. At right are a couple of UPS Web site pages viewed when using UPS Internet Shipping—a convenient and growing access point for UPS and customers.





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